

[illegible]

Scott L. Jarrett

3623

[illegible]

INTERFERENCE SEARCHED			
Class	Subclass	Date	Examiner

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
EAST: Keyword: call center, crm, customer relationship management, workplace services, workplace, mcsherry, sales force autom	10/26/2004	SJ
EAST Keyword: siebel, help desk, helpline, customer support	10/26/2004	SJ
Dialog: MchSherry, marketplace resource office, customer relationship management, crm, horizontal exchanges,	10/28/2004	SJ
ProQuest Keyword: call center, knowledge management, customer relationship management, american express small business network	10/28/2004	SJ
ACM.org Keyword: call center, crm, sfa, portal, marketplace	10/26/2004	SJ
PALM: McSherry, Workplace Helpline	10/26/2004	SJ